

**Duke, Daphne**

2003-333C

194176

**From:** Erskine, Randy H.  
**Sent:** Thursday, July 31, 2008 11:06 PM  
**To:** Duke, Daphne  
**Subject:** FW: SC Quarterly Service Quality Reports 2Q08  
**Attachments:** CF SC-CCO CLEC Service Quality Quarterly Rpt 2Q08 NP.doc; CF SC-CCO CLEC Service Quality Quarterly Rpt 2Q08.doc

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**From:** Tyler, Terrance M [mailto:Terrance.Tyler@chartercom.com]  
**Sent:** Wednesday, July 30, 2008 5:10 PM  
**To:** Erskine, Randy H.  
**Subject:** SC Quarterly Service Quality Reports 2Q08

As required by R.103-614,618,619,661 and 663, attached are the Confidential and Non-Proprietary versions of the Second quarter 2008 report for Charter Fiberlink SC-CCO, LLC.  
If you have any questions regarding this reporting, please contact me directly at the number listed below or via email.

[terrance.tyler@chartercom.com](mailto:terrance.tyler@chartercom.com)

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# NON-PROPRIETARY

## SCPSC CLEC – QUARTERLY SERVICE QUALITY REPORT

### **SOUTH CAROLINA OPERATIONS**

COMPANY NAME

Charter Fiberlink SC-CCO, LLC

QUARTER / YEAR

2nd / 2008

Month:

Apri

May

Jun

Number of Customer Access Lines

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

Trouble Reports / Access Line (%)

\_\_\_\_\_ %

\_\_\_\_\_ %

\_\_\_\_\_ %

Customer Out of Service Clearing Times (%)

\_\_\_\_\_ %

\_\_\_\_\_ %

\_\_\_\_\_ %

New Installs Completed w/in 5 Days (%)

\_\_\_\_\_ %

\_\_\_\_\_ %

\_\_\_\_\_ %

Commitments Fulfilled (%)

\_\_\_\_\_ %

\_\_\_\_\_ %

\_\_\_\_\_ %

Comments / Explanations: \_\_\_\_\_

\_\_\_\_\_

Person Making Report / Contact Information: Betty J. Sanders, Director Regulatory Affairs, email: CFL.Regulatory@chartercom.com, ph: 314-288-3259, fax: 314-288-3555